Exhibit 300: Capital Asset Plan and Business Case Summary Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. Date of Submission: 2010-09-17

2. Agency: 023

3. Bureau: 10

4. Name of this Investment: GSA Advantage

5. Unique Project (Investment) Identifier (UPI): 023-10-01-14-01-1020-00

- 6. What kind of investment will this be in FY 2012?: Mixed Life Cycle
 - Planning
 - Full Acquisition
 - Operations and Maintenance
 - Mixed Life Cycle
 - Multi-Agency Collaboration
- 7. What was the first budget year this investment was submitted to OMB? FY2001 or earlier

8.

a. Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.

GSAAdvantage is an online shopping source available 24/7 for Federal Government purchasing agents. It includes an Internet catalog and ordering system that provides Government personnel a way to order online from GSA and its Schedule vendors using Government credit cards or Federal agency account codes. GSAAdvantage offers a catalog of 16 Million products and services from over 19,000 GSA and VA Schedule vendor contracts and from GSA warehouses. It is fully FAR-compliant and allows customers to select vendors to meet their socio-economic goals. GSAAdvantage replaces direct contact with multiple vendors, offline use of other FAS systems, and the need for users to maintain paper copies of GSA schedule documents and catalogs. It provides users with the latest product information and prices, and reduces research time. The system also enables customers to compare product features and prices in accordance with FAR 8.4 obtain quantity discounts, review delivery options, select payment methods, place orders online, receive order confirmation via E-mail, view order history and track status, report problems, find vendor contact information, cancel orders or reorder, reconcile invoices and credit card statements, and receive customized data based on interests, purchases and visits. In FY09, more than 700,000 orders were processed for \$502 Million. GSAAdvantage has processed over 5 million orders for more than \$3 Billion and is now available for use by State and Local government offices. GSAAdvantage includes an online Request for Quote tool, e-Buy, that enables Federal buyers to obtain best value solutions for their needs by requesting online quotes for goods and services directly from Schedule vendors who are on GSAAdvantage. In FY09, roughly 50,000 RFQs were posted on E-buy for an estimated value of more than \$5 Billion. GSAAdvantage offers agencies the opportunity to create customized views of the system and implement customer-specific BPA pricing. Virtual Stores have been implemented for the Air Force, the DOD Virtual IT Marketplace, and the Departments of Agriculture, Homeland Security, Veterans Affairs and the USMC. Using web services technology it connects vendors to agencies' eProcurement and financial systems. Financial controls, communications, and purchasing require no paper or data re-entry. Punchout has been established with the US DoL, and e-Buy has been implemented as a web service for the Dept. of Veterans Affairs.

b. Provide any links to relevant websites that would be useful to gain additional information on the

investment including links to GAO and IG reports.

Title Link
NONE

9.

- a. Provide the date of the Agency's Executive/Investment Committee approval of this investment. 2010-08-17
- b. Provide the date of the most recent or planned approved project charter. 2010-10-31
- 10. Contact information?
 - a. Program/Project Manager Name: *

Phone Number: *

Email:

b. Business Function Owner Name (i.e. Executive Agent or Investment Owner):

Phone Number: *

Email: *

- 11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
 - Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
 - Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
 - Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
 - Project manager assigned but qualification status review has not yet started.
 - No project manager has yet been assigned to this investment.

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding (In millions of dollars) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

| | (Estimates for BT+1 and beyond are for planning purposes only and do not represent studget decisions) | | | | | | | | | | | |
|---|---|------------|---|------------|--------------|--------------|--------------|-----------------------|-------|--|--|--|
| | PY-1 and earlier | PY 2010 | CY 2011 (CY Continuing Resolution) | BY 2012 | BY+1 2013 | BY+2 2014 | BY+3 2015 | BY+4 and beyond | Total | | | |
| Planning: | * | * | * | * | * | * | * | * | * | | | |
| Acquisition: | * | * | * | * | * | * | * | * | * | | | |
| Planning & Acquisition Government FTE Costs | * | * | * | * | * | * | * | * | * | | | |
| Subtotal Planning & Acquisition(DME): | * | * | * | * | * | * | * | * | * | | | |
| Operations & Maintenance: | * | * | * | * | * | * | * | * | * | | | |
| Disposition Costs (optional): | * | * | * | * | * | * | * | * | * | | | |
| Operations, Maintenance, Disposition Government FTE Costs | * | * | * | * | * | * | * | * | * | | | |
| Subtotal O&M and Disposition Costs (SS): | * | * | * | * | * | * | * | * | * | | | |
| TOTAL FTE Costs | * | * | * | * | * | * | * | * | * | | | |
| TOTAL (not including FTE costs): | * | * | * | * | • | * | * | * | * | | | |
| TOTAL (including FTE costs): | * | * | * | * | • | • | * | * | * | | | |
| | | | | | | | | | | | | |
| Number of FTE represented by | * | * | * | * | * | * | * | * | * | | | |

| | Table I.B.1: Summary of Funding (In millions of dollars) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions) | | | | | | | | | | | |
|--------|--|------------|---|------------|--------------|--------------|--------------|-----------------------|-------|--|--|--|
| | PY-1 and earlier | PY 2010 | CY 2011 (CY Continuing Resolution) | BY 2012 | BY+1 2013 | BY+2 2014 | BY+3 2015 | BY+4 and beyond | Total | | | |
| Costs: | | | | | | | | | | | | |

- 2. Insert the number of years covered in the column "PY-1 and earlier":
- 3. Insert the number of years covered in the column "BY+4 and beyond": *
- 4. If the summary of funding has changed from the FY 2011 President's Budget request, briefly explain those changes:

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Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

| | | | | | Table I. | C.1 Contra | cts Table | | | | | | |
|--------------------|--------------------------|--|---|--------------------|------------------------------|---------------------|-----------------------------------|---|---|-------------------|---|---|---|
| Contract Status | Contracting Agency ID | Procurement Instrument Identifier (PIID) | Indefinite Delivery Vehicle (IDV) Reference ID | Solicitation ID | Alternativ e financing | EVM Require d | Ultimate Contract Value (M) | Type of Contract/Ta sk Order (Pricing) | Is the contract a Perform ance Based Service Acquisit ion (PBSA)? | Effective date | Actual or expected End Date of Contract/Ta sk Order | Extent Competed | Short description of acquisition |
| Awarded | | GS35F0343J | NA | | * | * | \$15.3 | Time and Materials | N | 2009-10-01 | 2010-03-31 | Full and Open Competition | |
| Awarded | | GS35F5212H | NA | | * | * | \$5.1 | Time and Materials | N | 2002-08-08 | 2012-09-30 | Full and Open Competition after exclusion of sources | |
| Awarded | | GS35F0164M | NA | | * | * | \$8.8 | Time and Materials | N | 2002-04-22 | 2011-09-30 | Full and Open Competition | |
| Awarded | | GS35F4644G | NA | | * | * | \$2.1 | Time and Materials | N | 2009-10-01 | 2014-09-30 | Full and Open Competition | |
| Awarded | | GS35F0400J | NA | | * | * | \$400.0 | Time and Materials | Y | 2009-10-09 | 2014-10-08 | Full and Open Competition | |

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- 2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:
- 3.
- a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow *
- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 *
- c. Was the Acquisition Plan approved in accordance with agency requirements *
- d.lf "yes," enter the date of approval? *
- e.ls the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? *
- f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? *
- g.If an Acquisition Plan has not been developed, provide a brief explanation.

*

Part II: IT Capital Investments

Section A: General

- 1.
- a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
- b.If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
- 2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment.
- 3. Provide the date of the most recent or planned Quality Assurance Plan 2010-06-30
- 4.
- a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment.
- b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s).
- 5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2004-08-30
- 6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2010-08-31

Section B: Cost and Schedule Performance

| | | Table | II.B.1. Compariso | n of Actual Work C | Completed and Act | tual Costs to Cur | rent Approved Bas | eline: | | |
|--|-----------|---|-----------------------|--------------------|-----------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|
| Description of Activity | DME or SS | Agency EA Transition Plan Milestone Identifier | Planned Cost (\$M) | Actual Cost (\$M) | Planned Start Date | Actual Start Date | Planned Completion Date | Actual Completion Date | Planned Percent Complete | Actual Percent Complete |
| FY09 SS | | * | \$19.8 | \$19.8 | 2008-10-01 | 2008-10-14 | 2009-09-30 | 2009-09-30 | 100.00% | 100.00% |
| FY05 SS | | * | \$27.0 | \$27.0 | 2004-10-01 | 2004-10-01 | 2005-09-30 | 2005-09-30 | 100.00% | 100.00% |
| FY06 SS | | * | \$27.1 | \$24.1 | 2005-10-03 | 2005-10-01 | 2006-09-30 | 2006-08-31 | 100.00% | 100.00% |
| FY09 DME | | * | \$3.9 | \$3.8 | 2008-10-14 | 2008-10-01 | 2009-12-28 | 2010-03-31 | 100.00% | 100.00% |
| FY05 DME | | * | \$3.5 | \$3.0 | 2004-10-01 | 2004-10-01 | 2005-09-30 | 2005-09-30 | 100.00% | 100.00% |
| FY08 DME | | * | \$1.3 | \$1.3 | 2007-11-05 | 2007-10-01 | 2008-10-01 | 2008-09-30 | 100.00% | 100.00% |
| FY07 DME | | * | \$1.0 | \$1.1 | 2007-03-07 | 2007-10-01 | 2007-12-28 | 2008-01-29 | 100.00% | 100.00% |
| FY03 SS | | * | \$22.7 | \$22.7 | 2002-10-01 | 2002-10-01 | 2003-09-30 | 2003-09-30 | 100.00% | 100.00% |
| FY07 SS | | * | \$23.3 | \$21.3 | 2006-10-02 | 2006-10-02 | 2007-09-30 | 2007-08-30 | 100.00% | 100.00% |
| FY04 SS | | * | \$24.7 | \$24.7 | 2003-10-01 | 2003-10-01 | 2004-09-30 | 2004-09-30 | 100.00% | 100.00% |
| FY08 SS | | * | \$20.6 | \$20.6 | 2007-10-01 | 2007-10-01 | 2008-09-30 | 2008-09-30 | 100.00% | 100.00% |
| FY06 DME | | * | \$3.1 | \$3.0 | 2005-10-03 | 2005-10-05 | 2006-09-30 | 2006-08-25 | 100.00% | 100.00% |
| ADV (SS) FY10 | SS | * | \$23.9 | \$24.8 | 2009-10-01 | 2009-10-01 | 2010-09-30 | 2010-09-30 | 100.00% | 100.00% |
| ADV (SS) Gov't Personnel & Sec | SS | * | \$3.0 | \$3.0 | 2009-10-01 | 2009-10-01 | 2010-09-30 | 2010-09-30 | 100.00% | 100.00% |
| Broadvision Migration Phase 5 | DME | * | \$0.5 | \$0.5 | 2009-10-05 | 2009-10-05 | 2010-03-26 | 2010-03-20 | 100.00% | 100.00% |
| Broadvision Migration Phase 6 | DME | * | \$0.2 | \$0.2 | 2010-04-19 | 2010-04-19 | 2010-06-28 | 2010-06-28 | 100.00% | 100.00% |
| FY10 DME: ADV DME Gov't Personnel & Sec | DME | * | \$1.1 | \$1.1 | 2009-10-01 | 2009-10-01 | 2010-09-30 | 2010-09-30 | 100.00% | 100.00% |
| FY10 DME: Advantage Aggregated DME (Size LT 250K) FY10 | DME | * | \$0.5 | \$0.5 | 2009-10-01 | 2009-10-01 | 2010-09-30 | 2010-09-30 | 100.00% | 100.00% |

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| | | Table | II.B.1. Compariso | n of Actual Work (| Completed and Act | tual Costs to Cur | rent Approved Bas | eline: | | |
|--|-----------|---|-----------------------|--------------------|-----------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|
| Description of Activity | DME or SS | Agency EA Transition Plan Milestone Identifier | Planned Cost (\$M) | Actual Cost (\$M) | Planned Start Date | Actual Start Date | Planned Completion Date | Actual Completion Date | Planned Percent Complete | Actual Percent Complete |
| FY10 DME: Cloud Computing Storefront | DME | * | \$0.0 | \$0.0 | 2010-01-05 | | 2010-03-05 | | 0.00% | 0.00% |
| FY10 DME: ADV-GSA Advantage v12.0 - Completion of PHASE I & II | DME | * | \$0.8 | \$0.7 | 2010-02-01 | 2010-02-05 | 2010-09-30 | 2010-08-27 | 100.00% | 100.00% |
| FY10 DME: Advantage v12.0 Phase I IT 3 | DME | * | \$0.8 | \$0.3 | 2010-03-22 | 2010-03-22 | 2010-09-30 | 2010-06-10 | 69.00% | 100.00% |
| FY11 DME: ADV DME Gov't Personnel & Sec | DME | * | \$0.9 | \$0.7 | 2010-10-01 | 2010-10-01 | 2011-09-30 | | 75.00% | 75.00% |
| FY11 SS: ADV (SS) FY11 | SS | * | \$27.7 | \$20.7 | 2010-10-01 | 2010-10-01 | 2011-09-30 | | 75.00% | 75.00% |
| FY11 SS: ADV (SS) Gov't Personnel & Sec | SS | * | \$2.1 | \$1.6 | 2010-10-01 | 2010-10-01 | 2011-09-30 | | 75.00% | 75.00% |
| FY11 DME: Army Fund Control Interface | DME | * | \$0.3 | \$0.3 | 2010-10-04 | 2010-10-04 | 2011-04-16 | 2011-04-16 | 100.00% | 100.00% |
| FY11 DME: e-Library Revision | DME | * | \$0.4 | \$0.0 | 2011-07-11 | | 2011-12-12 | | 0.00% | 0.00% |
| FY12 DME: DME | DME | * | \$3.1 | \$0.0 | 2011-10-01 | | 2012-09-30 | | 0.00% | 0.00% |
| FY12 SS: Operations & Maintenance | SS | * | \$29.3 | \$0.0 | 2011-10-01 | | 2012-09-30 | | 0.00% | 0.00% |
| FY13 DME: DME | DME | * | * | * | 2012-10-01 | * | 2013-09-30 | * | * | * |
| FY13 SS: Operations & Maintenance | SS | * | * | * | 2012-10-01 | * | 2013-09-30 | * | * | * |
| FY10 DME: Advantage v12.0 - PHASE I - IT3a | DME | * | \$0.6 | \$0.9 | 2010-06-16 | 2010-06-16 | 2010-10-04 | 2010-10-26 | 100.00% | 100.00% |

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| | Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline: | | | | | | | | | | | |
|---|--|---|-------|-------------------|-----------------------|----------------------|----------------------------|------------|-----------------------------|----------------------------|--|--|
| Description of Activity | DME or SS | Agency EA Transition Plan Milestone Identifier | | Actual Cost (\$M) | Planned Start Date | Actual Start Date | Planned Completion Date | | Planned Percent Complete | Actual Percent Complete | | |
| FY10 DME: Advantage v12.0 - PHASE I - IT4 | DME | * | \$0.7 | \$1.0 | 2010-07-23 | 2010-07-23 | 2011-01-31 | 2011-01-03 | 100.00% | 100.00% | | |

- 2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion. The additional scope added by the customer produced 158 new requirements and corresponding test cases which were not planned to part of Iteration IV. As such, the project team had difficulty meeting the delivery date to production on 12/17/10. The work around included a soft launch of the application on 12/20/10 to production and a corresponding hard launch to the public on 1/10/11. In order to stay on schedule many hours and overtime hours were worked by the team creating the cost variance.
- 3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.
- 4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?

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Section C: Financial Management Systems

| | Table II.C.1: Financial | Management Systems | |
|----------------|-------------------------|--------------------------|------------|
| System(s) Name | System acronym | Type of Financial System | BY Funding |
| | | | |

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only) Table II.D.1. Customer Table: **Customer Agency** Joint exhibit approval date NONE **Table II.D.2. Shared Service Providers Shared Service Asset Title** Shared Service Provider Exhibit 53 UPI (BY 2011) **Shared Service Provider (Agency)** Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions): Partner Partner exhibit 53 UPI **BY Monetary** Agency (BY 2012) Fee-for-Service Fee-for-Service NONE Table II.D.4. Legacy Systems Being Replaced Name of the Legacy Date of the System **Current UPI**

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Section E: Performance Information

| | | | Table I.E.1a. Performa | ance Metric Attributes | | | |
|-------------------------------------|--|---|------------------------|-------------------------|----------------------------------|------------------------------|--|
| Measurement Area (For IT Assets) | Measurement Grouping (For IT Assets) | Measurement Indicator | Reporting Frequency | Unit of Measure | Performance Measure Direction | Baseline | Year Baseline Established for this measure (Origination Date) |
| Processes and Activities | Efficiency | Improve the average processing time for purchasing transactions while average number of transactions increases. | monthly | Average processing time | Decrease | 60 Seconds | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2012 | 58 Seconds | | Not Due | 2010-09-17 |
| Processes and Activities | Complaints | Improve the average processing time for purchasing transactions while average number of transactions increases. | monthly | Average processing time | Decrease | 60 seconds | 2008-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2009 | 58 seconds | 49 seconds | Met | 2011-02-28 |
| Processes and Activities | Efficiency | Improve the average processing time for purchasing transactions while average number of transactions increases. | monthly | Average processing time | Decrease | 60 Seconds | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2010 | 58 Seconds | 53 Seconds | Met | 2010-12-23 |
| Processes and Activities | Efficiency | Improve the average | monthly | Average processing time | Decrease | 60 Seconds | 2010-09-30 |

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| | | processing time for purchasing transactions while average number of transactions increases. | | | | | |
|---------------------------------|-------------------|--|-------------|---------------|----------------|------------------------------|--------------|
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2011 | 58 Seconds | 59 Seconds | Met | 2011-07-28 |
| Mission and Business Results | Goods Acquisition | Increase Sales on GSAAdvantage | monthly | Sales | Increase | \$600.0M | 2008-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2009 | \$650.0M | \$624.7M | Not Met | 2010-09-17 |
| Mission and Business Results | Goods Acquisition | Increased sales on GSAAdvantage! | annual | Sales | Increase | 400.0M | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2012 | 441.6M | | Not Due | 2010-09-17 |
| Mission and Business Results | Goods Acquisition | Increased sales on GSAAdvantage! | annual | Sales/Dollars | Increase | 400.0 M | 2010-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2011 | 441.6M | 354,369,411 | Not Due | 2011-07-28 |
| Mission and Business Results | Goods Acquisition | Increased sales on GSAAdvantage! Annual measure - cumulative. | quarterly | Sales | Increase | 400.0M | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2010 | 441.6M | 669.5 | Met | 2010-12-23 |

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| Customer Results | New Customers and Market Penetration | Number of postings on e-Buy (Indicates popularity or customer | quarterly | e-Buy posting count | Increase | 25,000 | 2009-09-30 |
|------------------|---|---|-------------|--------------------------|----------------|------------------------------|--------------|
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2010 | 35,000 | 73,319 | Met | 2010-12-23 |
| Customer Results | New Customers and Market Penetration | Number of postings on e-Buy (Indicates popularity or customer satisfaction). | quarterly | e-Buy posting count | Increase | 99% | 2009-10-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2012 | 100% | | Not Due | 2010-09-17 |
| Customer Results | New Customers and Market Penetration | Number of postings on e-Buy (Indicates popularity or customer satisfaction). | monthly | Number of e-Buy postings | Increase | 25,000 | 2008-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2009 | 35,000 | 33,552 | Not Met | 2010-09-17 |
| Customer Results | New Customers and Market Penetration | Number of postings on e-Buy (Indicates popularity or customer satisfaction). | quarterly | e-Buy posting count | Increase | 25,000 | 2010-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2011 | 35,000 | 44,091 | Met | 2011-07-28 |

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| Technology | Availability | System Availability (uptime) will exceed 98% | monthly | System availability - uptime | Increase | 99% | 2008-09-30 |
|------------|--------------|--|-------------|---------------------------------|----------------|------------------------------|--------------|
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2009 | 100% | 99.46% | Not Met | 2010-09-17 |
| Technology | Availability | System Availability (uptime) will exceed 98% | quarterly | System availability - uptime | Increase | 99% | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2012 | 100% | | Not Due | 2010-09-17 |
| Technology | Availability | System Availability (uptime) will meet or exceed 98% | quarterly | System availability - uptime | Increase | 99% | 2009-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | 2010 | 98% | 99.8% | Met | 2010-12-23 |
| Technology | Availability | System Availability (uptime) will meet or exceed 98% | monthly | System availability - uptime | Increase | 99% | 2010-09-30 |
| | | | Fiscal Year | Target | Actual Results | Target "Met" or "Not Met" | Last Updated |
| | | | | | | | |

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^{* -} Indicates data is redacted.